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ABSTRACT

This paper presents the results of the 2001 Student Satisfaction Inventory for Western Iowa Tech Community College (WITCC). Twenty-six course sections with an enrollment of 432 students were randomly sampled from the College's data system. Instructors administered the survey to all students in attendance during their class periods. A total of 259 surveys were completed, for a response rate of 60%. Highlights include (1) respondents were 61% female, 49% were age 19-24, 80% were White, 87% were day students, 72% carried a full-time class load, 47% had been attending WITCC for 1 year or less, and 26% had a GPA of between 3.0 and 3.49; (2) more than 75% reported that they were satisfied with their overall experience at WITCC, while 15% were very satisfied; (3) 63% said they would enroll at WITCC if they had to do it over again; (4) on almost every scale, WITCC students were as satisfied as or more satisfied than students in other two-year colleges across the nation; (5) highest in the list of items with which students were most satisfied were the helpfulness of staff, specifically those in Veterans' Services, the bookstore, library, and security; and (6) students were least satisfied with parking availability. (Contains 17 tables, graphs, and diagrams.) (NB)

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STUDENT SATISFACTION INVENTORY

SUMMARY OF 2001 RESULTS
INSTITUTIONAL RESEARCH OFFICE

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Institutional Research Office
February 2002

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STUDENT SATISFACTION INVENTORY
SUMMARY OF 2001 RESULTS

In November 2001, the Student Satisfaction Inventory was administered for the fourth time to students at Western Iowa Tech Community College. Twenty-six course sections with enrollment of 432 students were randomly sampled from the College's Datatel system. Instructors administered the survey to all students in attendance during their class periods. Two hundred fifty-nine surveys were completed; this represents a response rate of sixty percent.

MAJOR FINDINGS:

- Over three-quarters of respondents report that overall they are "satisfied" with their experiences at WITCC. Fifteen percent are "very satisfied."

- Sixty-three percent of respondents would enroll at WITCC if they "had it to do over again."

- On almost every scale, WITCC students are as or more satisfied than are students in other two-year colleges across the nation. This is especially true in measures of Safety and Security.

- Highest on the list of items with which students are most satisfied (e.g., we meet their expectations) are items about the helpfulness of our staff, specifically those in Veterans' services, the bookstore, library, and security. Students are least satisfied with parking availability.

- Measures of Instructional Effectiveness rate as most important to WITCC students. This is also most important to students in other two-year colleges across the nation. WITCC students are slightly less satisfied than are students across the nation with their instructional experiences, particularly in the areas of quality of instruction, faculty understanding, and variety of courses offered.

- ***On every dimension***, WITCC respondents to the 2001 survey are more satisfied that were those who completed the survey in 1999.

DEMOGRAPHIC VARIABLES

	2001		1999		1996		1994	
	N	%	N	%	N	%	N	%
GENDER								
female	158	61%	175	50%	241	40%	133	32%
male	91	35%	165	47%	348	57%	280	66%
no response	10	4%	11	3%	17	3%	9	2%
TOTAL	259	100%	351	100%	606	100%	422	100%
AGE								
18 & under	29	11%	39	11%	153	25%	87	21%
19 - 24	127	49%	188	54%	277	46%	199	47%
25 - 34	58	22%	58	17%	92	15%	70	17%
34 - 44	24	9%	31	9%	53	9%	45	11%
45 & over	12	5%	23	7%	15	2%	14	3%
no response	9	3%	12	3%	16	3%	7	2%
TOTAL	259	100%	351	100%	606	100%	422	100%
RACE/ETHNICITY								
African American	1	0%	7	2%	6	1%	5	1%
American Indian/Alaskan Native	0	0%	4	1%	6	1%	6	1%
Asian/Pac Islander	12	5%	13	4%	15	2%	2	0%
White	208	80%	285	81%	526	87%	361	86%
Hispanic	11	4%	11	3%	13	2%	5	1%
other	5	2%	4	1%	4	1%	21	5%
prefer no response	9	3%	15	4%	17	3%	14	3%
no response	13	5%	12	3%	19	3%	8	2%
TOTAL	259	100%	351	100%	606	100%	422	100%
ENROLLMENT STATUS								
day	225	87%	243	69%	468	77%	369	87%
evening	19	7%	58	17%	78	13%	23	5%
weekend	1	0%	6	2%	4	1%	5	1%
no response	14	5%	44	13%	56	9%	25	6%
TOTAL	259	100%	351	100%	606	100%	422	100%
CURRENT CLASS LOAD								
full-time	187	72%	228	65%	428	71%	330	78%
part-time	62	24%	111	32%	162	27%	86	20%
no response	10	4%	12	3%	16	3%	6	1%
TOTAL	259	100%	351	100%	606	100%	422	100%
YRS. ATTENDED HERE								
1 or less	122	47%	263	75%	433	71%	325	77%
2 years	86	33%	59	17%	132	22%	81	19%
3 years	27	10%	10	3%	16	3%	7	2%
4 or more	12	5%	5	1%	8	1%	3	1%
no response	12	5%	14	4%	17	3%	6	1%
TOTAL	259	100%	351	100%	606	100%	422	100%
CURRENT GPA								
no credits yet	34	13%	41	12%	207	34%	138	33%
1.99 or below	6	2%	5	1%	14	2%	7	2%
2.0 - 2.49	21	8%	36	10%	56	9%	40	9%
2.5 - 2.99	52	20%	64	18%	72	12%	70	17%
3.0 - 3.49	67	26%	91	26%	134	22%	92	22%
3.5 or above	55	21%	82	23%	85	14%	52	12%
no response	24	9%	32	9%	38	6%	23	5%
TOTAL	259	100%	351	100%	606	100%	422	100%

DEMOGRAPHIC VARIABLES

	2001		1999		1996		1994	
	N	%	N	%	N	%	N	%
EDUCATIONAL GOAL								
associate degree	123	47%	134	38%	264	44%	196	46%
vocational/technical program	24	9%	45	13%	35	6%	42	10%
transfer to another institution	53	20%	87	25%	192	32%	115	27%
certification (initial or renewal)	12	5%	12	3%	16	3%	17	4%
self-improvement/pleasure	5	2%	14	4%	9	1%	1	0%
job-related training	15	6%	12	3%	16	3%	15	4%
other educational goal	11	4%	26	7%	51	8%	24	6%
no response	16	6%	21	6%	23	4%	12	3%
TOTAL	259	100%	351	100%	606	100%	422	100%
EMPLOYMENT								
off campus								
full-time	66	25%	115	33%	159	26%	84	20%
part-time	117	45%	153	44%	289	48%	189	45%
on campus								
full-time	0	0%	6	2%	6	1%	3	1%
part-time	6	2%	4	1%	18	3%	9	2%
not employed	57	22%	57	16%	114	19%	126	30%
no response	13	5%	16	5%	20	3%	11	3%
TOTAL	259	100%	351	100%	606	100%	422	100%
CURRENT RESIDENCE								
residence hall	12	5%	21	6%	42	7%	28	7%
own house	69	27%	89	25%	141	23%	100	24%
rent room or apartment off campus	66	25%	81	23%	127	21%	105	25%
parent's home	79	31%	127	36%	236	39%	149	35%
other residence	21	8%	21	6%	44	7%	33	8%
no response	12	5%	12	3%	16	3%	7	2%
TOTAL	259	100%	351	100%	606	100%	422	100%
RESIDENCE CLASSIFICATION								
in-state	231	89%	312	89%	526	87%	387	92%
out-of-state	16	6%	26	7%	58	10%	28	7%
international (not U.S. citizen)	1	0%	0	0%	3	1%	1	0%
no response	11	4%	13	4%	19	3%	6	1%
TOTAL	259	100%	351	100%	606	100%	422	100%
DISABILITIES								
yes	16	6%	23	7%	34	6%	27	6%
no	227	88%	313	89%	556	92%	387	92%
no response	16	6%	15	4%	16	3%	8	2%
TOTAL	259	100%	351	100%	606	100%	422	100%
INSTITUTION WAS MY ...								
first choice	174	67%	232	66%	365	60%	268	64%
second choice	51	20%	65	19%	134	22%	107	25%
third or lower choice	22	8%	40	11%	83	14%	39	9%
no response	12	5%	14	4%	24	4%	8	2%
TOTAL	259	100%	351	100%	606	100%	422	100%

MATRIX FOR CONCEPTUALIZING STUDENT SATISFACTION
2001 ADMINISTRATION

Performance gaps are calculated as the *importance* mean minus the *satisfaction* mean. Gaps of 1.5 are large and indicate expectations are not being met. Gaps of .5 or less are small and indicative of students' satisfaction.

VERY IMPORTANT (LARGEST MEAN SCORES)
The quality of instruction I receive in most of my classes is excellent. (mean 6.46)
Classes are scheduled at times that are convenient for me. (mean 6.44)
Adequate financial aid is available for most students. (mean 6.39)
Computer labs are adequate and accessible. (mean 6.30)
I am able to register for classes I need with few conflicts. (mean 6.29)
There is a good variety of courses provided on this campus. (mean 6.26)
I am able to experience intellectual growth here. (mean 6.24)
My academic advisor is knowledgeable about my program requirements. (mean 6.24)
VERY DISSATISFIED (LARGEST "GAPS")
The amount of student parking space on campus is adequate. (gap = 2.01)
Faculty are understanding of students' unique life circumstances. (gap = 1.34)
The college shows concern for students as individuals. (gap = 1.29)
Financial aid awards are announced to students in time to be helpful in college planning. (gap = 1.26)
Students are notified early in the term if they are doing poorly in a class. (gap = 1.25)
The quality of instruction I receive in most of my classes is excellent. (gap = 1.23)
My academic advisor is concerned about my success as an individual. (gap = 1.21)
Channels for expressing student complaints are readily available. (gap = 1.21)
VERY SATISFIED (SMALLEST "GAPS")
Personnel in the Veterans' Services program are helpful. (gap = -0.21)
Most students feel a sense of belonging here. (gap = 0.15)
Bookstore staff are helpful. (gap = 0.42)
Security staff are helpful. (gap = 0.45)
The business office is open during hours which are convenient for most students. (gap = 0.49)
Library staff are helpful and approachable. (gap = 0.53)
This institution has a good reputation within the community. (gap = 0.54)
The student center is a comfortable place for students to spend their leisure time. (gap = 0.55)
There are a sufficient number of study areas on campus. (gap = 0.55)
LEAST IMPORTANT (SMALLEST MEAN SCORES)
Personnel in the Veterans' Services program are helpful. (mean = 4.25)
Security staff are helpful. (mean = 4.98)
I generally know what's happening on campus. (mean = 5.19)
Most students feel a sense of belonging here. (mean = 5.27)
Staff respond quickly in emergencies. (mean = 5.60)
The student center is a comfortable place for students to spend their leisure time. (mean 5.63)
New student orientation services help students adjust to college. (mean = 5.70)
The career services office provides students with the help they need to get a job. (mean = 5.74)

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Student Satisfaction Inventory
Scaled Items
1996, 1999, 2001

	2001			1999			1996		
	Import	*Perform*	*Gap*	*Import*	*Perform*	*Gap*	*Import*	*Perform*	*Gap*
INSTRUCTIONAL EFFECTIVENESS	**6.14**	**5.20**	**0.94**	**5.96**	**5.16**	**0.80**	**6.10**	**5.19**	**0.91**
Faculty care about me as an individual	5.94	5.25	0.69	5.87	5.29	0.58	5.87	5.12	0.75
The quality of instruction I receive in most of my classes is excellent.	6.46	5.23	1.23	6.24	5.34	0.90	6.42	5.38	1.04
Faculty are understanding of students' unique life circumstances.	6.08	4.74	1.34	5.92	5.00	0.92	6.04	4.97	1.07
Faculty are fair and unbiased in their treatment of individual students.	6.23	5.08	1.15	6.03	5.13	0.90	6.20	5.21	0.99
Faculty take into consideration student differences as they teach a course.	6.07	4.92	1.15	5.88	5.01	0.87	6.00	4.93	1.07
Faculty provide timely feedback about student progress in a course.	6.08	5.06	1.02	5.82	4.88	0.94	6.03	4.93	1.10
Faculty are interested in my academic problems.	5.92	5.06	0.86	5.80	4.96	0.84	5.94	4.88	1.06
Nearly all of the faculty are knowledgeable in their fields.	6.22	5.40	0.82	6.16	5.41	0.75	6.31	5.53	0.78
Faculty are usually available after class and during office hours.	6.12	5.37	0.75	5.93	5.25	0.68	6.08	5.28	0.80
Nearly all classes deal with practical experiences and applications.	6.01	5.34	0.67	5.76	5.16	0.60	5.97	5.20	0.77
Students are notified early in the term if they are doing poorly in a class.	6.07	4.82	1.25	5.95	4.46	1.49	6.01	4.54	1.47
Program requirements are clear and reasonable.	6.20	5.34	0.86	5.99	5.36	0.63	6.15	5.42	0.73
There is a good variety of courses provided on this campus.	6.26	5.67	0.59	6.05	5.51	0.54	6.21	5.54	0.67
I am able to experience intellectual growth here.	6.24	5.59	0.65	6.06	5.41	0.65	6.18	5.57	0.61
REGISTRATION EFFECTIVENESS	**6.07**	**5.26**	**0.81**	**5.90**	**5.22**	**0.68**	**6.11**	**5.31**	**0.80**
The personnel involved in registration are helpful.	6.03	5.17	0.86	5.94	5.26	0.68	6.10	5.39	0.71
Classes are scheduled at times that are convenient for me	6.44	5.25	1.19	6.22	5.21	1.01	6.36	5.48	0.88
I am able to register for classes I need with few conflicts	6.29	5.31	0.98	6.08	5.22	0.86	6.29	5.40	0.89
Policies and procedures regarding registration and course selection are clear and well-publicized.	6.02	5.19	0.83	5.87	5.28	0.59	6.08	5.23	0.85
Class change (drop/add) policies are reasonable.	6.05	5.28	0.77	5.80	5.19	0.61	6.01	5.23	0.78
There are convenient ways of paying my school bill.	6.10	5.17	0.93	5.93	5.21	0.72	6.19	5.15	1.04
The business office is open during hours which are convenient for most students.	5.93	5.44	0.49	5.80	5.17	0.63	6.05	5.39	0.66
Billing policies are reasonable.	5.94	5.12	0.82	5.80	5.07	0.73	6.00	5.12	0.88
Bookstore staff are helpful.	5.82	5.40	0.42	5.67	5.39	0.28	5.91	5.35	0.56
ACADEMIC ADVISING/COUNSELING	**6.02**	**5.00**	**1.02**	**5.87**	**4.99**	**0.88**	**5.95**	**4.85**	**1.10**
My academic advisor is approachable.	5.96	5.19	0.77	6.04	5.26	0.78	6.02	4.99	1.03
My academic advisor helps me set goals to work toward.	5.84	4.69	1.15	5.69	4.81	0.88	5.66	4.49	1.17
My academic advisor is concerned about my success as an individual.	6.09	4.88	1.21	5.82	4.92	0.90	5.86	4.69	1.17
My academic advisor is knowledgeable about my program requirements.	6.24	5.31	0.93	6.05	5.24	0.81	6.12	4.99	1.13
My academic advisor is knowledgeable about the transfer requirements of other schools.	5.88	4.81	1.07	5.82	4.85	0.97	5.98	4.76	1.22
Counseling staff care about students as individuals.	5.88	5.02	0.86	5.70	4.89	0.81	5.89	4.93	0.96
This school does whatever it can to help me reach my educational goals.	6.21	5.04	1.17	5.96	4.95	1.01	6.10	5.05	1.05
CONCERN FOR THE INDIVIDUAL	**6.05**	**5.01**	**1.04**	**5.85**	**5.02**	**0.83**	**5.97**	**4.97**	**1.00**
Faculty care about me as an individual.	5.94	5.25	0.69	5.87	5.29	0.58	5.87	5.12	0.75
The college shows concern for students as individuals.	6.09	4.80	1.29	5.82	4.84	0.98	6.04	4.88	1.16
My academic advisor is concerned about my success as an individual.	6.09	4.88	1.21	5.82	4.92	0.90	5.86	4.69	1.17
Faculty are fair and unbiased in their treatment of individual students.	6.23	5.08	1.15	6.03	5.13	0.90	6.20	5.21	0.99
Counseling staff care about students as individuals.	5.88	5.02	0.86	5.70	4.89	0.81	5.89	4.93	0.96

Institutional Research Office
February 2002

Student Satisfaction Inventory
Scaled Items
1996, 1999, 2001

	2001			1999			1996		
	Import	*Perform*	*Gap*	*Import*	*Perform*	*Gap*	*Import*	*Perform*	*Gap*
ACADEMIC SERVICES	**6.02**	**5.31**	**0.71**	**5.79**	**5.15**	**0.64**	**5.91**	**5.17**	**0.74**
Library resources and services are adequate.	6.08	5.36	0.72	5.92	5.21	0.71	6.13	5.12	1.01
There are a sufficient number of study areas on campus.	5.93	5.38	0.55	5.57	5.08	0.49	5.82	5.14	0.68
Library staff are helpful and approachable.	5.77	5.24	0.53	5.64	5.26	0.38	5.71	5.12	0.59
Computer labs are adequate and accessible.	6.30	5.40	0.90	6.04	5.22	0.82	6.16	5.51	0.65
The equipment in the lab facilities is kept up to date.	6.23	5.38	0.85	5.95	5.06	0.89	5.96	5.24	0.72
Tutoring services are readily available.	5.87	5.22	0.65	5.75	5.28	0.47	5.86	5.02	0.84
Academic support services adequately meet the needs of students.	5.90	5.15	0.75	5.67	4.97	0.70	5.74	5.00	0.74
CAMPUS CLIMATE	**5.88**	**5.09**	**0.79**	**5.72**	**5.06**	**0.66**	**5.83**	**5.09**	**0.74**
Most students feel a sense of belonging here.	5.27	5.12	0.15	5.12	5.18	-0.06	5.29	5.07	0.22
Faculty care about me as an individual.	5.94	5.25	0.69	5.87	5.29	0.58	5.87	5.12	0.75
The college shows concern for students as individuals.	6.09	4.80	1.29	5.82	4.84	0.98	6.04	4.88	1.16
People on this campus respect and are supportive of each other.	5.85	5.00	0.85	5.72	5.11	0.61	5.70	4.95	0.75
The campus staff are caring and helpful.	5.95	5.19	0.76	5.81	5.19	0.62	5.88	5.22	0.66
It is an enjoyable experience to be a student on this campus.	6.00	5.36	0.64	5.84	5.28	0.56	5.88	5.25	0.63
The campus is safe and secure for all students.	6.23	5.48	0.75	6.04	5.35	0.69	6.17	5.46	0.71
Students are made to feel welcome on this campus.	6.13	5.47	0.66	5.91	5.31	0.60	6.08	5.35	0.73
I generally know what's happening on campus.	5.19	4.59	0.60	5.23	4.69	0.54	5.32	4.71	0.61
This institution has a good reputation within the community.	5.95	5.41	0.54	5.80	5.35	0.45	5.95	5.52	0.43
This school does whatever it can to help me reach my educational goals.	6.21	5.04	1.17	5.96	4.95	1.01	6.10	5.05	1.05
Administrators are approachable to students.	5.91	4.97	0.94	5.69	4.90	0.79	5.82	5.00	0.82
New student orientation services help students adjust to college.	5.70	5.03	0.67	5.49	4.86	0.63	5.63	4.87	0.76
I seldom get the "run-around" when seeking information on this campus.	5.95	4.88	1.07	5.77	4.94	0.83	5.94	5.03	0.91
Channels for expressing student complaints are readily available.	5.85	4.64	1.21	5.68	4.53	1.15	5.78	4.72	1.06
ADMISSIONS AND FINANCIAL AID	**6.03**	**5.08**	**0.95**	**5.71**	**4.90**	**0.81**	**6.01**	**4.91**	**1.10**
Adequate financial aid is available for most students.	6.39	5.19	1.20	6.03	4.92	1.11	6.27	4.81	1.46
Financial aid awards are announced to students in time to be helpful in college planning.	6.07	4.81	1.26	5.69	4.61	1.08	6.04	4.50	1.54
Financial aid counselors are helpful.	6.16	5.14	1.02	5.71	4.88	0.83	6.18	4.93	1.25
Admissions counselors accurately portray the campus in their recruiting practices.	5.60	4.96	0.64	5.32	4.88	0.44	5.57	4.96	0.61
Admissions staff are knowledgeable.	6.03	5.22	0.81	5.82	5.16	0.66	6.09	5.26	0.83
Admissions counselors respond to prospective students' unique needs and requests.	5.86	5.11	0.75	5.65	4.95	0.70	5.86	4.93	0.93
STUDENT CENTEREDNESS	**5.89**	**5.16**	**0.73**	**5.70**	**5.12**	**0.58**	**5.83**	**5.13**	**0.70**
Most students feel a sense of belonging here.	5.27	5.12	0.15	5.12	5.18	-0.06	5.29	5.07	0.22
The college shows concern for students as individuals.	6.09	4.80	1.29	5.82	4.84	0.98	6.04	4.88	1.16
The campus staff are caring and helpful.	5.95	5.19	0.76	5.81	5.19	0.62	5.88	5.22	0.66
It is an enjoyable experience to be a student on this campus.	6.00	5.36	0.64	5.84	5.28	0.56	5.88	5.25	0.63
Students are made to feel welcome on this campus.	6.13	5.47	0.66	5.91	5.31	0.60	6.08	5.35	0.73
Administrators are approachable to students.	5.91	4.97	0.94	5.69	4.90	0.79	5.82	5.00	0.82

Institutional Research Office
February 2002

Student Satisfaction Inventory
Scaled Items
1996, 1999, 2001

	2001			1999			1996		
	Import	*Perform*	*Gap*	*Import*	*Perform*	*Gap*	*Import*	*Perform*	*Gap*
SERVICE EXCELLENCE	**5.81**	**5.01**	**0.80**	**5.68**	**5.03**	**0.65**	**5.80**	**5.06**	**0.74**
The personnel involved in registration are helpful.	6.03	5.17	0.86	5.94	5.26	0.68	6.10	5.39	0.71
People on this campus respect and are supportive of each other.	5.85	5.00	0.85	5.72	5.11	0.61	5.70	4.95	0.75
Library staff are helpful and approachable.	5.77	5.24	0.53	5.64	5.26	0.38	5.71	5.12	0.59
The campus staff are caring and helpful.	5.75	5.19	0.56	5.81	5.19	0.62	5.88	5.22	0.66
I generally know what's happening on campus.	5.19	4.59	0.60	5.23	4.69	0.54	5.32	4.71	0.61
Administrators are approachable to students.	5.91	4.97	0.94	5.69	4.90	0.79	5.82	5.00	0.82
Bookstore staff are helpful.	5.82	5.40	0.42	5.67	5.39	0.28	5.91	5.35	0.56
I seldom get the "run-around" when seeking information on this campus.	5.95	4.88	1.07	5.77	4.94	0.83	5.94	5.03	0.91
Channels for expressing student complaints are readily available.	5.85	4.64	1.21	5.68	4.53	1.15	5.78	4.72	1.06
SAFETY AND SECURITY	**5.83**	**4.83**	**1.00**	**5.63**	**4.64**	**0.99**	**5.83**	**4.66**	**1.17**
Security staff are helpful.	4.98	4.53	0.45	4.85	4.31	0.54	5.10	4.41	0.69
Security staff respond quickly in emergencies.	5.60	4.49	1.11	5.49	4.34	1.15	5.71	4.57	1.14
Parking lots are well-lighted and secure.	6.07	5.33	0.74	5.85	5.02	0.83	6.03	5.14	0.89
The campus is safe and secure for all students.	6.23	5.48	0.75	6.04	5.35	0.69	6.17	5.46	0.71
The amount of student parking space on campus is adequate.	6.23	4.22	2.01	5.87	4.11	1.76	6.10	3.72	2.38
CAMPUS SUPPORT SERVICES	**5.31**	**4.73**	**0.58**	**5.11**	**4.58**	**0.53**	**5.33**	**4.84**	**0.49**
Child care facilities are available on campus.	4.37	3.44	0.93	4.18	3.47	0.71	4.56	4.49	0.07
Personnel in the Veterans" Services program are helpful.	4.25	4.46	-0.21	4.17	4.29	-0.12	4.43	4.44	-0.01
This campus provides effective support services for displaced homemakers.	5.03	4.63	0.40	4.79	4.51	0.28	4.97	4.73	0.24
The career services office provides students with the help they need to get a job.	5.74	4.85	0.89	5.46	4.71	0.75	5.77	4.91	0.86
The student center is a comfortable place for students to spend their leisure time.	5.63	5.08	0.55	5.42	4.97	0.45	5.54	5.18	0.36
There are adequate services to help me decide upon a career.	5.86	5.11	0.75	5.73	4.91	0.82	5.93	4.97	0.96
New student orientation services help students adjust to college.	5.70	5.03	0.67	5.49	4.86	0.63	5.63	4.87	0.76
RESPONSIVENESS TO DIVERSE POPULATIONS		**5.30**			**5.30**			**5.47**	
Institution's commitment to part-time students.		5.42			5.42			5.57	
Institution's commitment to evening students.		5.22			5.35			5.43	
Institution's commitment to older, returning learners.		5.40			5.45			5.60	
Institution's commitment to under-represented populations.		5.29			5.17			5.28	
Institution's commitment to commuters.		5.05			5.13			5.36	
Institution's commitment to students with disabilities.		5.43			5.30			5.53	

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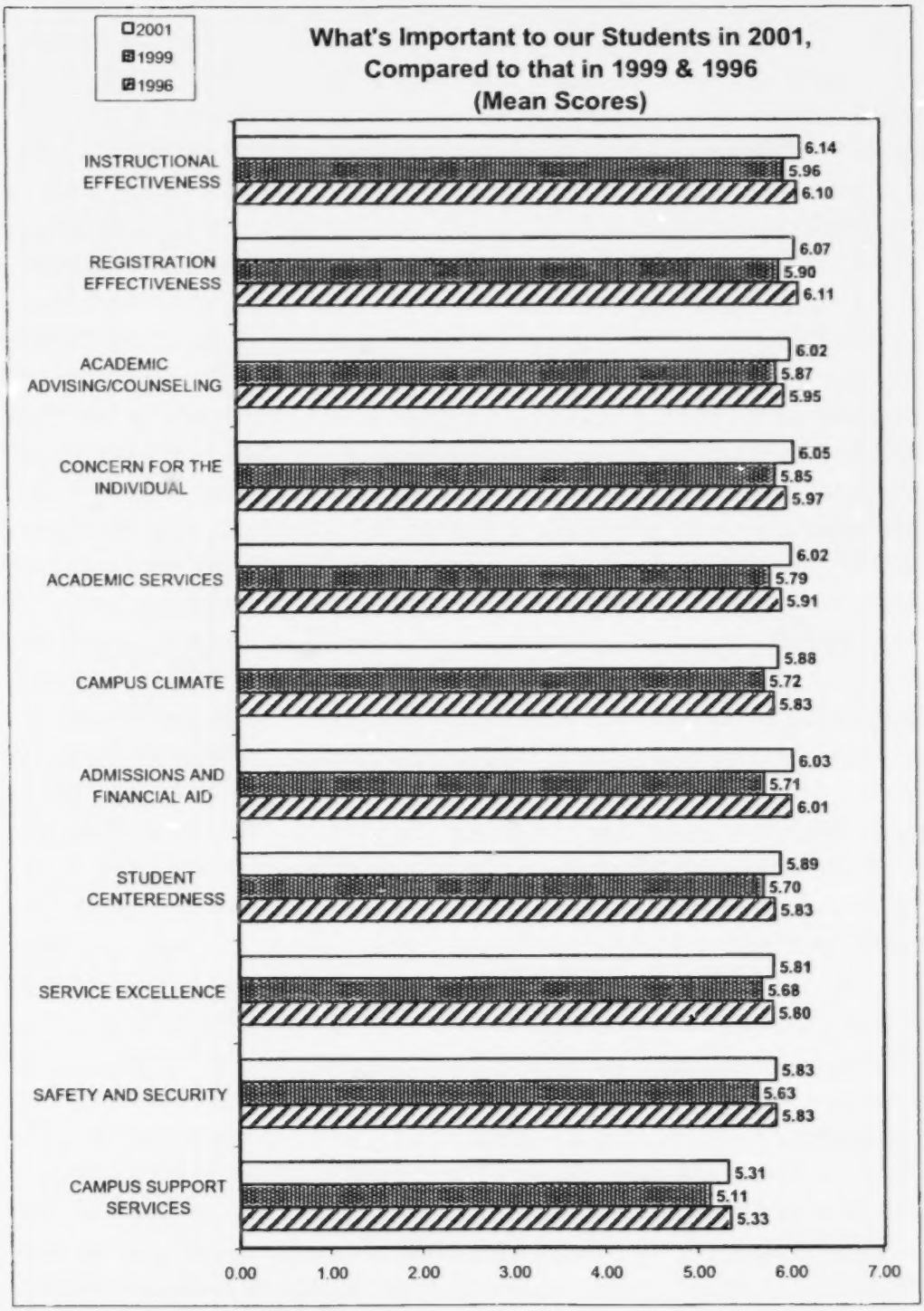
Student Satisfaction Inventory
Performance Gaps of Scaled Items
1996, 1999, 2001

	2001 GAP	1999 GAP	1996 GAP
INSTRUCTIONAL EFFECTIVENESS	**0.94**	**0.80**	**0.91**
Faculty care about me as an individual	0.69	0.58	0.75
The quality of instruction I receive in most of of my classes is excellent.	1.23	0.90	1.04
Faculty are understanding of students' unique life circumstances.	1.34	0.92	1.07
Faculty are fair and unbiased in their treatment of individual students.	1.15	0.90	0.99
Faculty take into consideration student differences as they teach a course.	1.15	0.87	1.07
Faculty provide timely feedback about student progress in a course.	1.02	0.94	1.10
Faculty are interested in my academic problems.	0.86	0.84	1.06
Nearly all of the faculty are knowledgeable in their fields.	0.82	0.75	0.78
Faculty are usually available after class and during office hours.	0.75	0.68	0.80
Nearly all classes deal with practical experiences and applications.	0.67	0.60	0.77
Students are notified early in the term if they are doing poorly in a class.	1.25	1.49	1.47
Program requirements are clear and reasonable.	0.86	0.63	0.73
There is a good variety of courses provided on this campus.	0.59	0.54	0.67
I am able to experience intellectual growth here.	0.65	0.65	0.61
REGISTRATION EFFECTIVENESS	**0.81**	**0.68**	**0.80**
The personnel involved in registration are helpful.	0.86	0.68	0.71
Classes are scheduled at times that are convenient for me	1.19	1.01	0.88
I am able to register for classes I need with few conflicts	0.98	0.86	0.89
Policies and procedures regarding registration and course selection are clear and well-publicized.	0.83	0.59	0.85
Class change (drop/add) policies are reasonable.	0.77	0.61	0.78
There are convenient ways of paying my school bill.	0.93	0.72	1.04
The business office is openduring hours which are convenient for most students.	0.49	0.63	0.66
Billing policies are reasonable.	0.82	0.73	0.88
Bookstore staff are helpful.	0.42	0.28	0.56
ACADEMIC ADVISING/COUNSELING	**1.02**	**0.88**	**1.10**
My academic advisor is approachable.	0.77	0.78	1.03
My academic advisor helps me set goals to work toward.	1.15	0.88	1.17
My academic advisor is concerned about my success as an individual.	1.21	0.90	1.17
My academic advisor is knowledgeable about my program requirements.	0.93	0.81	1.13
My academic advisor is knowledgeable about the transfer requirements of other schools.	1.07	0.97	1.22
Counseling staff care about students as individuals.	0.86	0.81	0.96
This school does whatever it can to help me reach my educational goals.	1.17	1.01	1.05
CONCERN FOR THE INDIVIDUAL	**1.04**	**0.83**	**1.00**
Faculty care about me as an individual.	0.69	0.58	0.75
The college shows concern for students as individuals.	1.29	0.98	1.16
My academic advisor is concerned about my success as an individual.	1.21	0.90	1.17
Faculty are fair and unbiased in their treatment of individual students.	1.15	0.90	0.99
Counseling staff care about students as individuals.	0.86	0.81	0.96
ACADEMIC SERVICES	**0.71**	**0.64**	**0.74**
Library resources and services are adequate.	0.72	0.71	1.01
There are a sufficient number of study areas on campus.	0.55	0.49	0.68
Library staff are helpful and approachable.	0.53	0.38	0.59
Computer labs are adequate and accessible.	0.90	0.82	0.65
The equipment in the lab facilities is kept up to date.	0.85	0.89	0.72
Tutoring services are readily available.	0.65	0.47	0.84
Academic support services adequately meet the needs of students.	0.75	0.70	0.74

Student Satisfaction Inventory
Performance Gaps of Scaled Items
1996, 1999, 2001

CAMPUS CLIMATE	**0.79**	**0.66**	**0.74**
Most students feel a sense of belonging here.	0.15	-0.06	0.22
Faculty care about me as an individual.	0.69	0.58	0.75
The college shows concern for students as individuals.	1.29	0.98	1.16
People on this campus respect and are supportive of each other.	0.85	0.61	0.75
The campus staff are caring and helpful.	0.76	0.62	0.66
It is an enjoyable experience to be a student on this campus.	0.64	0.56	0.63
The campus is safe and secure for all students.	0.75	0.69	0.71
Students are made to feel welcome on this campus.	0.66	0.60	0.73
I generally know what's happening on campus.	0.60	0.54	0.61
This institution has a good reputation within the community.	0.54	0.45	0.43
This school does whatever it can to help me reach my educational goals.	1.17	1.01	1.05
Administrators are approachable to students.	0.94	0.79	0.82
New student orientation services help students adjust to college.	0.67	0.63	0.76
I seldom get the "run-around" when seeking information on this campus.	1.07	0.83	0.91
Channels for expressing student complaints are readily available.	1.21	1.15	1.06
ADMISSIONS AND FINANCIAL AID	**0.95**	**0.81**	**1.10**
Adequate financial aid is available for most students.	1.20	1.11	1.46
Financial aid awards are announced to students in time to be helpful in college planning.	1.26	1.08	1.54
Financial aid counselors are helpful.	1.02	0.83	1.25
Admissions counselors accurately portray the campus in their recruiting practices.	0.64	0.44	0.61
Admissions staff are knowledgeable.	0.81	0.66	0.83
Admissions counselors respond to prospective students' unique needs and requests.	0.75	0.70	0.93
STUDENT CENTEREDNESS	**0.73**	**0.58**	**0.70**
Most students feel a sense of belonging here.	0.15	-0.06	0.22
The college shows concern for students as individuals.	1.29	0.98	1.16
The campus staff are caring and helpful.	0.76	0.62	0.66
It is an enjoyable experience to be a student on this campus.	0.64	0.56	0.63
Students are made to feel welcome on this campus.	0.66	0.60	0.73
Administrators are approachable to students.	0.94	0.79	0.82
SERVICE EXCELLENCE	**0.80**	**0.65**	**0.74**
The personnel involved in registration are helpful.	0.86	0.68	0.71
People on this campus respect and are supportive of each other.	0.85	0.61	0.75
Library staff are helpful and approachable.	0.53	0.38	0.59
The campus staff are caring and helpful.	0.56	0.62	0.66
I generally know what's happening on campus.	0.60	0.54	0.61
Administrators are approachable to students.	0.94	0.79	0.82
Bookstore staff are helpful.	0.42	0.28	0.56
I seldom get the "run-around" when seeking information on this campus.	1.07	0.83	0.91
Channels for expressing student complaints are readily available.	1.21	1.15	1.06
SAFETY AND SECURITY	**1.00**	**0.99**	**1.17**
Security staff are helpful.	0.45	0.54	0.69
Security staff respond quickly in emergencies.	1.11	1.15	1.14
Parking lots are well-lighted and secure.	0.74	0.83	0.89
The campus is safe and secure for all students.	0.75	0.69	0.71
The amount of student parking space on campus is adequate.	2.01	1.76	2.38
CAMPUS SUPPORT SERVICES	**0.58**	**0.53**	**0.49**
Child care facilities are available on campus.	0.93	0.71	0.07
Personnel in the Verterans' Services program are helpful.	-0.21	-0.12	-0.01
This campus provides effective support services for displaced homemakers.	0.40	0.28	0.24
The career services office provides students with the help they need to get a job.	0.89	0.75	0.86
The student center is a comfortable place for students to spend their leisure time.	0.55	0.45	0.36
There are adequate services to help me decide upon a career.	0.75	0.82	0.96
New student orientation services help students adjust to college.	0.67	0.63	0.76



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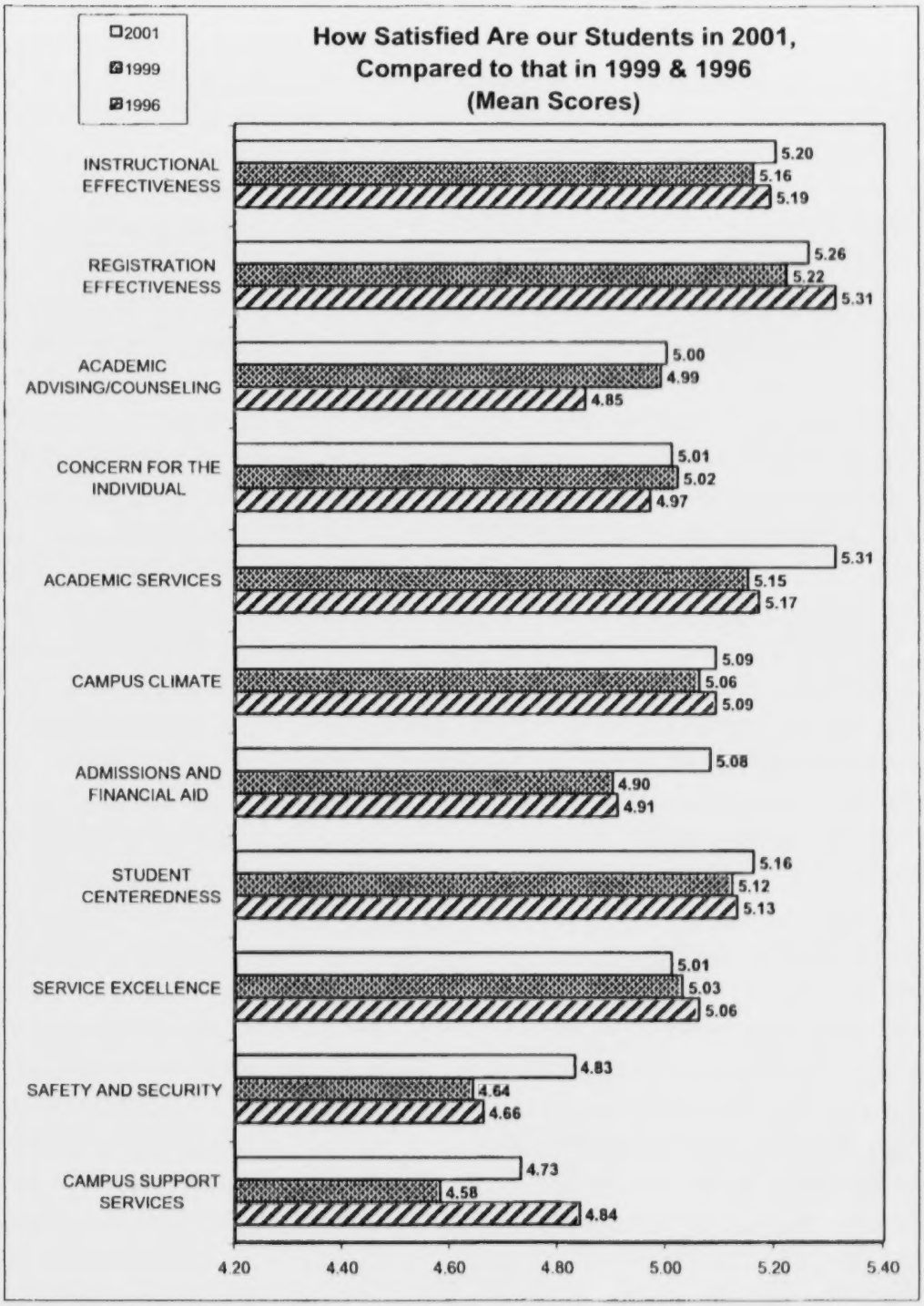

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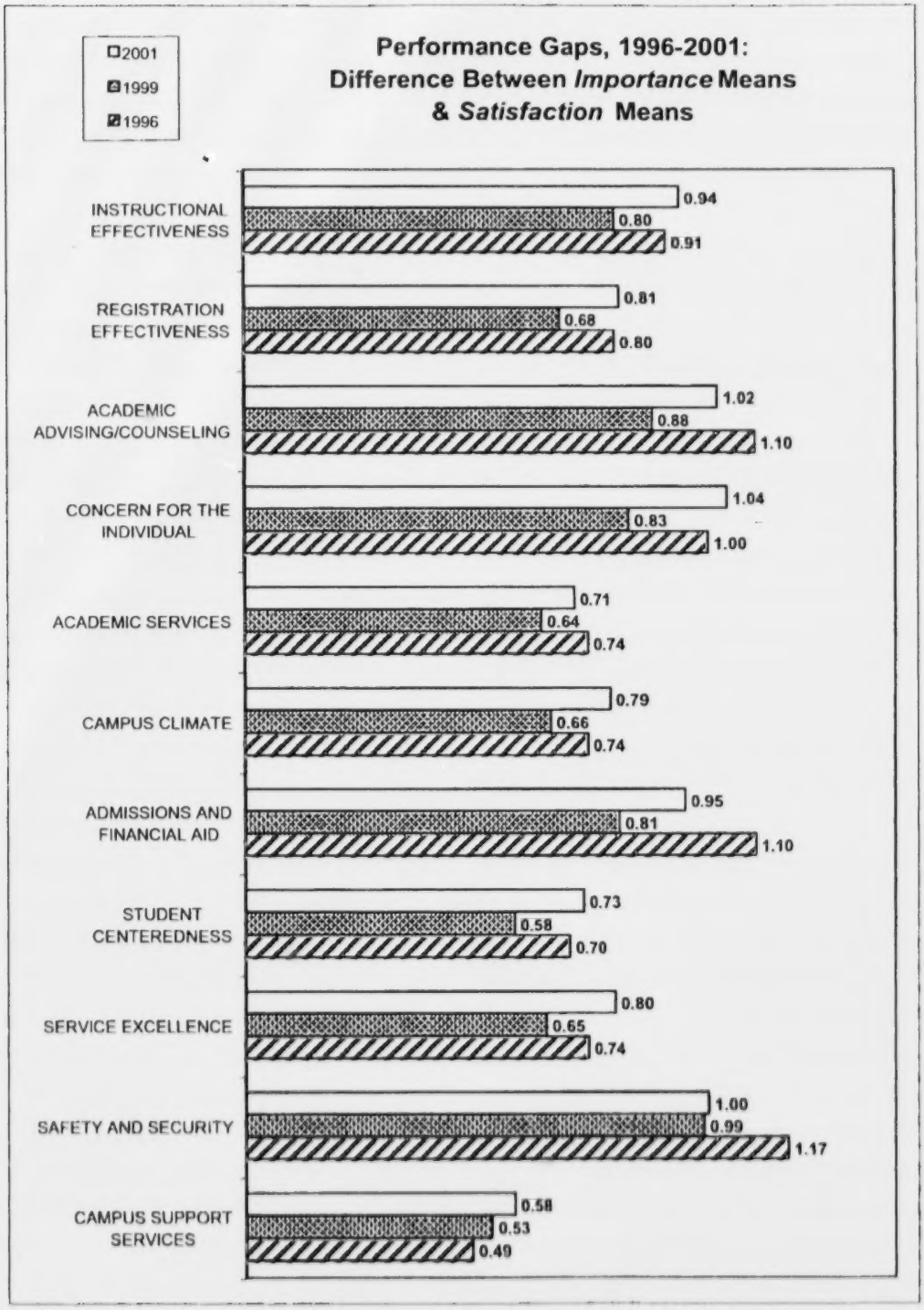

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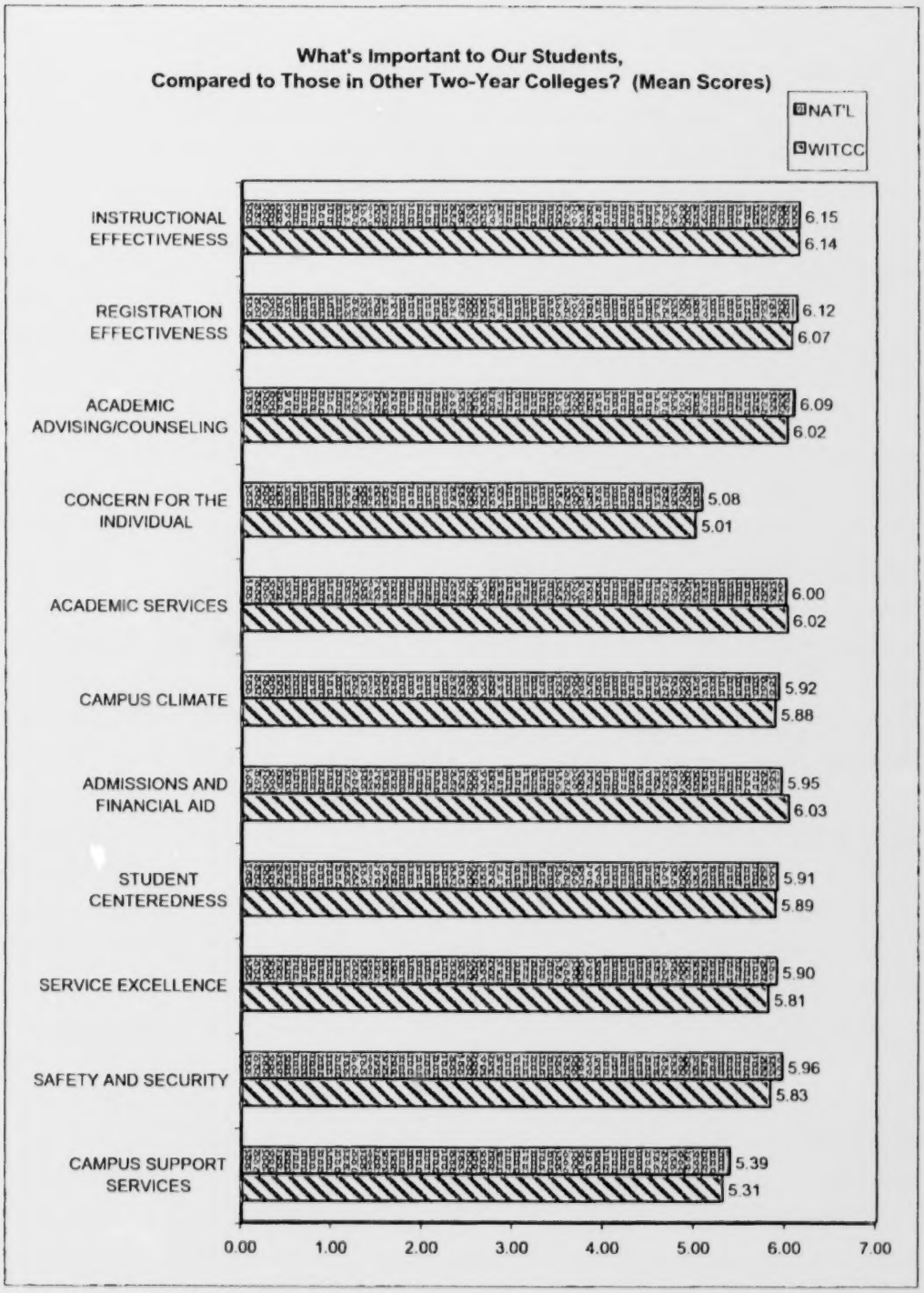

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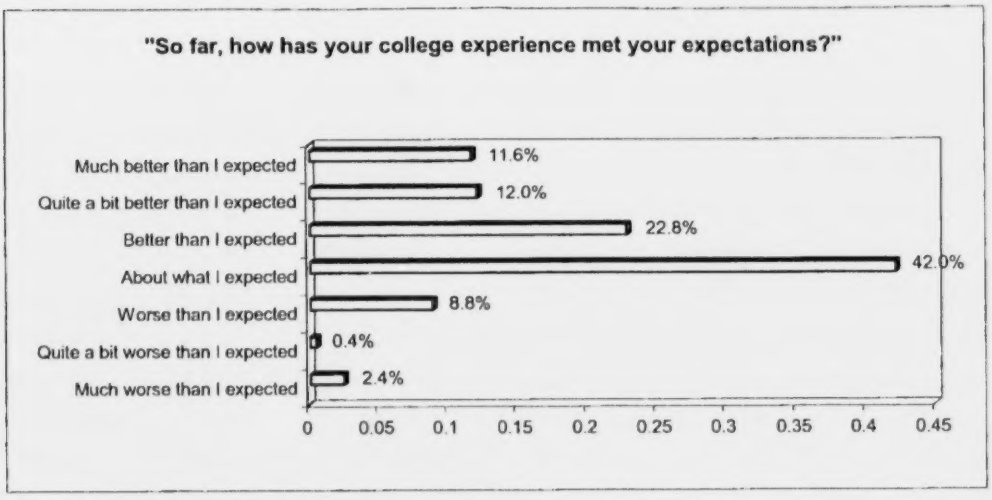
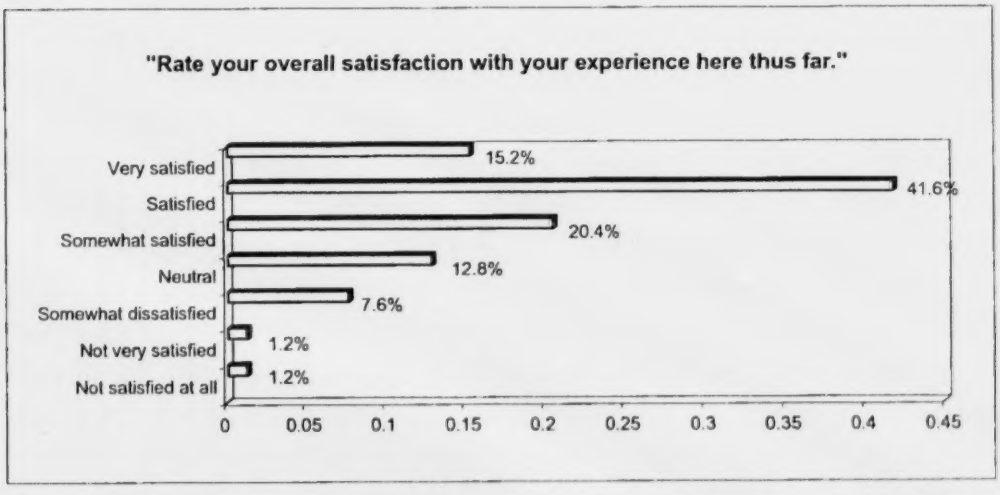
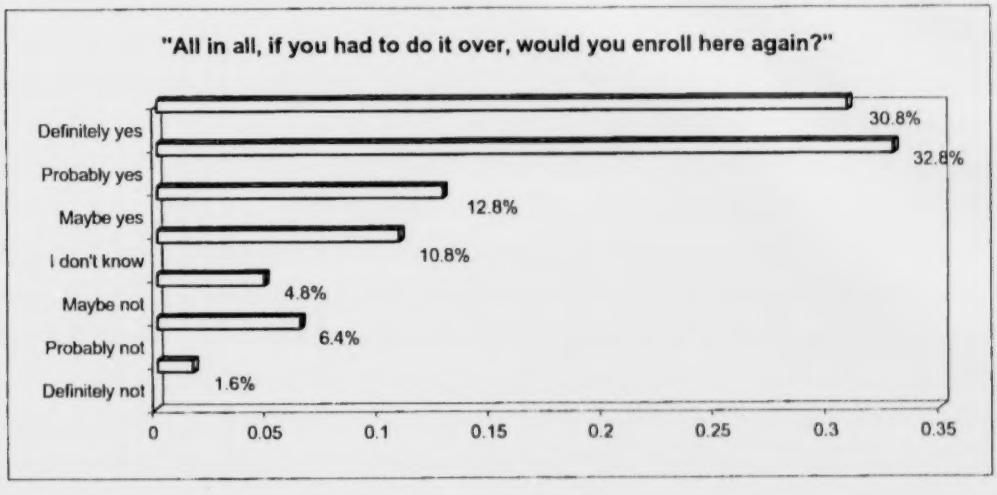
DISTRIBUTION OF RESPONSES TO GLOBAL SATISFACTION ITEMS







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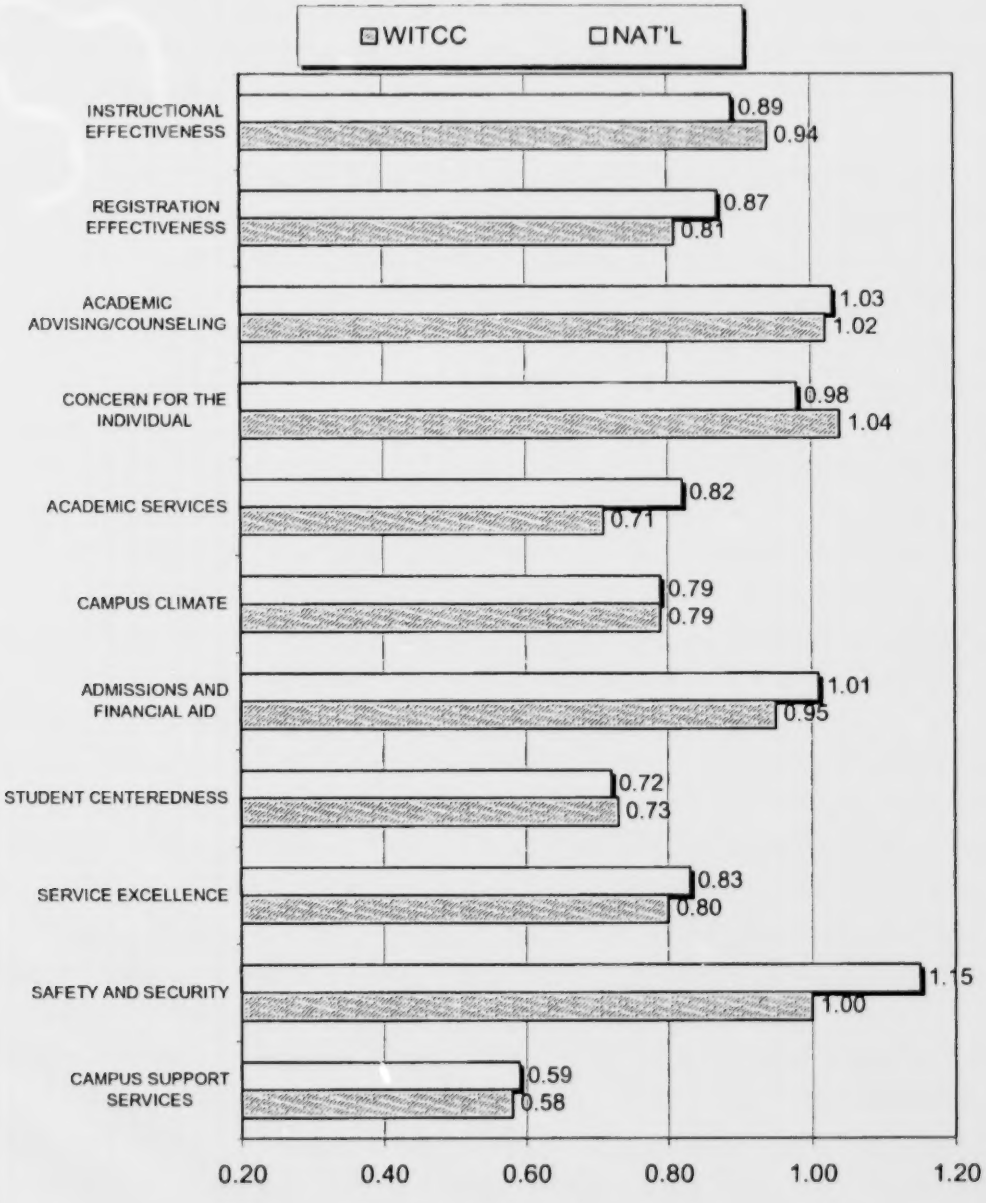
WITCC Performance Gaps, Compared to National Performance Gaps



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